

# Boarding & Cleaning Cases Resolved Codes & Regulations



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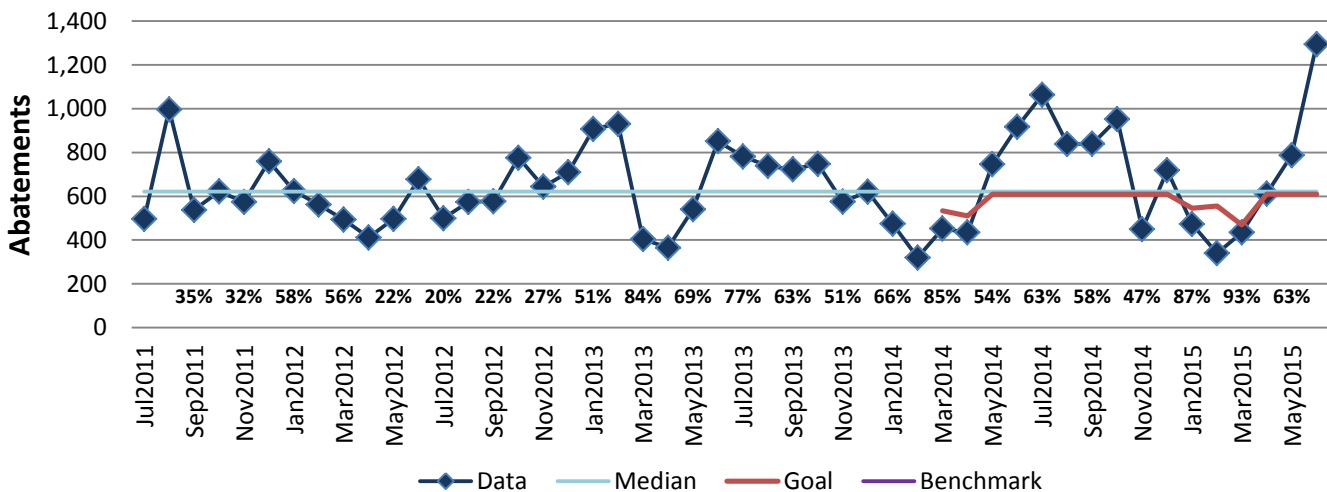
Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: FY12 Monthly average: 604 cases resolved</p> <p>Goal: Abate 610 properties a month. If the number of open cases falls below 610, abate 100% of open cases.</p> <p>Benchmark: TBD</p>	<p>Data Source: Hansen</p> <p>Goal Source: Dept Strategic Plan</p> <p>Benchmark Source: N/A</p>	<p>Plan-Do-Check-Act Step 8: Monitor and diagnose</p> <p>Measurement Method: The total number of cases resolved for the boarding, cleaning and cutting of vacant and abandoned properties.</p> <p>Why Measure: Quantify capacity for the Vacant Lots Crew.</p> <p>Next Improvement Step: TBD</p>

## How Are We Doing?

Jul2014-Jun2015 12 Month Goal	Jul2014-Jun2015 12 Month Actual		Jun2015 Goal	Jun2015 Actual	
<b>7,059</b>	<b>8,806</b>		<b>610</b>	<b>1,295</b>	
Abatements	Abatements		Abatements	Abatements	

## Boarding & Cleaning Cases Resolved



Root cause analysis is not necessary because there is no gap between the goal and current performance.